

# Procedure for Submission of Comments, Suggestions and Information

## 1. Purpose

This procedure outlines how stakeholders can submit comments, suggestions and information that may be valuable to MarinTrust.

## 2. Scope

- This document covers procedures for submission of comments, suggestions and information regarding any aspect of MarinTrust, including:
  - The MarinTrust Standards,
  - MarinTrust's associated Assurance, theory of Change and Monitoring, Evaluation & Learning systems.
- Procedures for Complaints and Appeals are dealt with separately in document A6 – Appeals and Complaints Procedure for the MarinTrust Programme. Complaints are formal expressions that something related to the MarinTrust programme is incorrect or unsatisfactory. Appeals relate to decisions, either certification or accreditation decisions.
- A separate procedure exists for comments and suggestions related to revisions of MarinTrust Standards. Please refer to C2 – Standard Development Procedure.

## 3. Who are Stakeholders?

Stakeholders include fishery participants (fishers), fish processors, fish traders, government fishery management organisations, factories, supply chain actors, non-government organisations and any other parties or persons having information may have important information to support MarinTrust's standard requirements, processes and associated assurance system design, or achievement of MarinTrust's objectives.

## 4. Stakeholder Engagement

The MarinTrust Assessment and Certification Process follows the requirements of ISO 17065 Accredited Certification and includes a comprehensive Stakeholder Engagement Procedure.

MarinTrust also actively engages with the public during the Standards Review Phase and Standards Development Phase in the format of an Open Comment Period in line with the document C2 – Standard Development Procedure.

#### 4.1 Stakeholder input on MarinTrust Standards

A separate process (with comprehensive stakeholder engagement) exists for periodic full revisions of MarinTrust Standards. Please refer to C2 – Standard Development Procedure. However, comments and suggestions are welcome at any time outside of the revisions and review processes and should be sent to [standards@marin-trust.com](mailto:standards@marin-trust.com).

#### 4.2 Stakeholder input on MarinTrust’s Assurance System, Theory of Change, and Monitoring, Evaluation & Learning (MEL) systems.

MarinTrust welcomes comments on the MarinTrust Assurance Programme, and MEL system, submitted by any interested party at any time, and considers them during subsequent relevant reviews and revisions of Standards, Quality Management Systems, MEL system, etc. These comments may relate to any aspect of the MarinTrust programme. Please contact [standards@marin-trust.com](mailto:standards@marin-trust.com).

### 5. How to make a submission

Stakeholders should submit any relevant information via the Official Comment Form via the website below at <https://www.marin-trust.com/marintrust-contact>, or by mailing the MarinTrust Secretariat directly at [standards@marin-trust.com](mailto:standards@marin-trust.com).

Where submissions are not possible via email or the submission form provided on the MarinTrust Website, letters may be sent to the office address directed to the MarinTrust Secretariat at;

**Marine Ingredients Certification Ltd**

Unit C, Printworks,  
22 Amelia Street,  
London,  
SE17 3BZ,  
United Kingdom

## 6. Records

All comments and suggestions in relation to the MarinTrust Programme shall be recorded in the Complaints, Comments, and Suggestions Database by the Operations Manager who shall acknowledge receipt of the comments and/or suggestion within five (5) working days. The Compliance and Integrity Manager and CEO will be responsible for reviewing the comments and suggestions at least on an annual basis for consideration and where applicable for discussion with relevant MarinTrust Governance Body Committee.

## AMENDMENT LOG

DATE	ISSUE	AMENDMENT	AUTHORISED BY
13/11/2015	1.1	IFFO RS logo heading, footer.	Francisco Aldon
27/11/2017	1.7	Update of wording throughout the document from “assessment” to “audit”.	Francisco Aldon
27/11/2017	1.7	Deletion of “Length of the On-site” has been deleted from point 6.0, second paragraph	Francisco Aldon
27/11/2017	1.7	Update of all of the levels of non-conformity in section 6.0, Audit procedures	Francisco Aldon
27/11/2017	1.7	Updating of section 8.0 Audit Frequency to ensure that it is clear the frequency and length of an audit is not on a risk based term.	Francisco Aldon
27/11/2017	1.7	Rewording of “21 working days” to “28 calendar days” I section 10.0 Non-conformance follow up.	Francisco Aldon
27/11/2017	1.7	Section 11.0, fifth paragraph, rewording of paragraph to “shall also be sent to the IFFO RS Standards Administrator and or IFFO RS secretariat with the same time period of no longer than 3 working days after the Certification Meeting. The Head of Operations shall use these audit reports for standard consistency monitoring purposes also.”	Francisco Aldon
27/11/2017	1.7	Section 11.0, final paragraph, change from “The applicant paying for the assessment shall be regard as the applicant” to ‘The main contact as indicated in the IFFO RS application form	Francisco Aldon
27/11/2017	1.7	Rewording of final paragraph in section 8.0 to “In some cases, where the marine ingredient is not produced continuously, the Re-certification audit shall take place while the factory is producing”	Francisco Aldon
<b>Version 2 edits (MarinTrust conversion)</b>			
12/03/2021	2.0	MarinTrust Header & Footer inserted	Libby Woodhatch
12/03/2021	2.0	Reference of IFFO RS amended to MarinTrust throughout document where applicable	Libby Woodhatch
12/03/2021	2.0	Update of purpose and scope to encompass submission of comments,	Libby Woodhatch

		suggestions and information across the MarinTrust programme.	
12/03/2021	2.0	Removal of section 1.2 Stakeholder input on fisheries and factories. This is instead captured as part of the assessment and audit activities.	Libby Woodhatch
12/03/2021	2.0	Removal of section 1.4 Eligibility criteria. This is now outlined in section 3. Who are Stakeholders.	Libby Woodhatch
12/03/2021	2.0	Addition of section 4 to outline specific guidance on the submission of comments relating to the MarinTrust Standard Requirements, and MarinTrust wider assurance system.	Libby Woodhatch